

D.T.E.	02-8
Exh.	<u>ATT-2</u>
Date	7/9/02
H.O.	Evans

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Excerpts from Attachment to AG-VZ 1-1

**verizon**

### Calling Party Information

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Fac:

[REDACTED]

### Collocation Information

CLEC Name:

CLEC Contact Person:

CLIX Code:

Central Office Name:

Type of Collocation:

[REDACTED]

[REDACTED]

QNCYMAHA-

QUINCY, 1070 HANCOCK STREET, QUINCY, MA

Physical

### Ticket Information

Ticket #:

010129-4751

Ticket Heading:

Theft of Clec (vender) tools

Ticket Log:

(Date Logged) 01/29/2001 03:41:14 PM - (Author) CN=[REDACTED] /OU=VEND/OU=NY/O=Bell-Atl

[REDACTED] is reporting that over the weekend someone broke into the cage, which is on the 2nd floor and stole all of there tools which was in the cage of the collo area, dane states that he reported the theft to the quincy police.

(Date Logged) 02/02/2001 12:46:29 PM - (Author) [REDACTED]

Clec [REDACTED] said that their vender [REDACTED] working at the Quincy Collo site had their tools stolen over the weekend (Fri 01/26/2001 thru Sunday 01/28/2001). That Friday their tools were placed in the collo cage against the 'back' wall behind some boxes and the cage was locked. On Monday morning (01/29/2001) the cage was 'still locked' but the tools were missing. The cage didn't looked broken into. All was normal. Reported to local police with took report. Super for [REDACTED] is [REDACTED] called theft to security [REDACTED] security called -- said that he call clec and was waiting for call back

### Attachments:

(only if necessary)

Category:

Central Office Security Breaches

Priority:

3 - Medium

Status:

Closed

Assigned To:

[REDACTED]

CC (Mail) To:

Contact Method: Telephone

Letter Sent to CLEC:

No

Initial Call Back Date/Time:

02/02/2001 12:46:29 PM

Customer Negotiated Due Date:

02/02/2001

### Reference

Contact(s) for Resolution:

Reference Information:

### Ticket History

Original Submitter/Current Editor: [REDACTED]

Date/Time Logged: 01/29/2001 03:13 PM

REPORT #1 (2 PAGES)

**Date/Time In Progress:**

**Date/Time Closed:** 02/02/2001 12:46:29 PM

Assignment	Assignments	Assignees
Edit History:	2	[REDACTED]
	1	[REDACTED]
	0	[REDACTED]

Assignment Date	Status
02/02/2001 12:46 PM	Closed
01/29/2001 03:41 PM	Open
01/29/2001 03:28 PM	Open

Edit History:	Revision	Editor
	4	[REDACTED]
	3	[REDACTED]
	2	[REDACTED]
	1	[REDACTED]
	0	[REDACTED]

Edit Date
02/02/2001 12:46 PM
01/29/2001 03:41 PM
01/29/2001 03:28 PM
01/29/2001 03:20 PM
01/29/2001 03:15 PM

3

**verizon**

#### Calling Party Information

Phone:  
Fax:  
E-Mail:

#### Collocation Information

CLEC Name:  
CLEC Contact Person:  
CLI Code: BKLIMAMA-  
Central Office Name: BROOKLINE, 23-41 MARION STREET, BROOKLINE, MA  
Type of Collocation:

#### Ticket Information

Ticket #: 010215-5001  
Ticket Heading: CLEC rummaging through Verizon's parts cart  
Ticket Log:

(Date Logged) 02/15/2001 10:53:18 AM - (Author) CN= /OU= /OU= reports that yesterday a Verizon tech spotted a tech rummaging through Verizon's "parts cart" located on the 3rd floor collo area. He also looked through a desk that contains specs, etc. The Verizon tech was on a break when he spotted this, and wasn't sure what to do. The tech did not get a name. He did follow the tech back to his cage area. (I asked if the cage was located on the same floor, and wasn't sure.) would like a call.

(Date Logged) 03/20/2001 10:03:04 AM - (Author) No additional info provided - without out a name or positive ID that the tech worked for it is difficult to confront dec -- next time VZ will get ID info

Attachments: (only if necessary)

Category: Central Office Security Breaches  
Priority: 3 - Medium  
Status: Closed  
Assigned To:  
CC (Mail) To:  
Contact Method: Telephone  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 03/20/2001 10:03:04 AM  
Customer Negotiated Due Date: 03/20/2001

#### Reference

Contact(s) for Resolution:  
Reference Information:

#### Ticket History

Original Submitter/Current Editor:  
Date/Time Logged: 02/15/2001 10:44 AM  
Date/Time In Progress:  
Date/Time Closed: 03/20/2001 10:03:04 AM

REPORT #2 (2 PAGES)

Assignment	Assignments	Assignees	Assignment Date	Status
Edit History:	3		03/20/2001 10:03 AM	Closed
	2		02/15/2001 11:24 AM	Open
	1		02/15/2001 10:57 AM	Open
	0		02/15/2001 10:53 AM	Open
Edit History:	Revision	Editor	Edit Date	
	4		03/20/2001 10:03 AM	
	3		02/15/2001 11:24 AM	
	2		02/15/2001 10:57 AM	
	1		02/15/2001 10:53 AM	
	0		02/15/2001 10:44 AM	

Veri-on

### Calling Party Information

Phone: [REDACTED]

Fax: [REDACTED]

E-Mail: [REDACTED]

Phone: [REDACTED]

Fax: USE FOR ALL COLLOCATION ISSUES

E-Mail: [REDACTED]

### Collocation Information

CLEC Name: [REDACTED]

CLEC Contact Person: [REDACTED]

CLI Code: [REDACTED]

Central Office Name: MARLBOROUGH-2 MAPLE ST BOSTON, MA

Type of Collocation: [REDACTED]

### Ticket Information

Ticket #: 020205-8392

Ticket Heading: Vandalism

Ticket Log:

(Date Logged) 02/05/2002 02:30:43 PM - (Author) [REDACTED]  
[REDACTED] phoned to say that cage has been vandalised, the locks have been broken off, and someone has defecated in front of the cage, his tech went back to photograph, however it had been cleaned up. Please call ASAP

(Date Logged) 02/05/2002 03:32:43 PM - (Author) [REDACTED]  
Called [REDACTED] was given ticket # 1966971 (cage is in the basement).

(Date Logged) 02/05/2002 03:49:08 PM - (Author) [REDACTED]  
I spoke to [REDACTED] and reported the incident, she gave me case # GC-02-16774-13.

(Date Logged) 02/06/2002 01:04:00 PM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
Clec from [REDACTED] security manager wants cb on status of ticket

(Date Logged) 02/06/2002 04:19:34 PM - (Author) [REDACTED]  
[REDACTED] (Security Mgr) called earlier today requesting the name and # of the property Mgr for the above CO. I gave her [REDACTED]. I called CRE for an update on the ticket opened and I was referred to [REDACTED]. [REDACTED] advised that she has informed the locksmith about the broken cage and they should take card of it by end of Business today. I also inquired about the bathroom issue and she said this is her first time hearing it, she advised that [REDACTED] did not call her yet about the issue. [REDACTED] gave her pager # [REDACTED] to contact her at anytime. I spoke to [REDACTED] and he advised that he will like to be kept in the loop of what's going on as a Security Mgr for [REDACTED]. I gave him the update on the issue.

(Date Logged) 02/14/2002 10:30:02 AM - (Author) [REDACTED]  
I called CRE for an update and I was told the ticket is still open...The dispatcher said the property manager is working on the issue.

(Date Logged) 02/14/2002 10:31:23 AM - (Author) [REDACTED]  
I spoke to [REDACTED] and she advised that the lock was fixed 2/6/02....Bart confirmed this\*\*\*Closing Ticket\*\*\*

(Date Logged) 02/19/2002 11:50:54 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] security manager would like a status on ticket 408 218 5283

REPORT # 3 (2 PAGES)

(Date Logged) 02/19/2002 12:20:09 PM - (Author) [REDACTED]

I spoke to [REDACTED] @BACS, she advised that [REDACTED] has spoken to [REDACTED] on the issue and the ticket is now closed. She also advised she cannot give any information out on this case, I requested a call back from [REDACTED]. Advised [REDACTED] of the situation and told him to get in touch with Bert.

Attachments: (only if necessary)

Category: Central Office Security Breaches  
Priority: 2 - High  
Status: Closed  
Assigned To: [REDACTED]  
CC (Mail) To:  
Contact Method:  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 02/05/2002 03:32:43 PM  
Customer Negotiated Due Date: 02/14/2002

#### Reference

Contact(s) for Resolution:  
Reference Information:

#### Ticket History

Original Submitter/Current Editor: [REDACTED]

[REDACTED] /EMPL [REDACTED] /Verizon / [REDACTED]

Date/Time Logged: 02/05/2002 02:22 PM

Date/Time In Progress:

Date/Time Closed: 02/14/2002 10:31:23 AM

Assignment	Assignments	Assignees	Assignment Date	Status
Edit History:	8	[REDACTED]	02/19/2002 12:20 PM	Closed
	7	[REDACTED]	02/19/2002 11:50 AM	Closed
	6	[REDACTED]	02/14/2002 10:31 AM	Closed
	5	[REDACTED]	02/14/2002 10:30 AM	Pending Internal Response
	4	[REDACTED]	02/06/2002 04:19 PM	Pending Internal Response
	3	[REDACTED]	02/06/2002 01:04 PM	Pending Internal Response
	2	[REDACTED]	02/05/2002 03:49 PM	Pending Internal Response
	1	[REDACTED]	02/05/2002 03:32 PM	Pending Internal Response
	0	[REDACTED]	02/05/2002 02:30 PM	Open

Edit History:	Revision	Editor	Edit Date
	8	[REDACTED]	02/19/2002 12:20 PM
	7	[REDACTED]	02/19/2002 11:50 AM
	6	[REDACTED]	02/14/2002 10:31 AM
	5	[REDACTED]	02/14/2002 10:30 AM
	4	[REDACTED]	02/06/2002 04:19 PM
	3	[REDACTED]	02/06/2002 01:04 PM
	2	[REDACTED]	02/05/2002 03:49 PM
	1	[REDACTED]	02/05/2002 03:32 PM
	0	[REDACTED]	02/05/2002 02:30 PM

7

**verizon**

### Calling Party Information

Name: [REDACTED]  
Address: [REDACTED]  
Phone: [REDACTED]  
Fax: USE FOR ALL COLLOCATION ISSUES  
E-Mail: [REDACTED]

### Collocation Information

CLEC Name: [REDACTED]  
CLEC Contact Person: [REDACTED]  
CLLI Code: BSTNMABO-  
Central Office Name: BOSTON - BOWDOIN SQUARE, 6 BOWDOIN SQUARE, BOSTON, MA  
Type of Collocation:

### Ticket Information

Ticket #: 020205-8393  
Ticket Heading: Vandalism  
Ticket Log:

(Date Logged) 02/05/2002 02:33:03 PM - (Author) [REDACTED]  
[REDACTED] phoned to say that cage has been vandalised, the locks have been broken off, he is patricularly concerned because this CO is in Boston, please call ASAP

(Date Logged) 02/05/2002 02:37:44 PM - (Author) [REDACTED]  
LMVM for Csr requesting a call back with more information on this issue.

(Date Logged) 02/05/2002 03:00:20 PM - (Author) [REDACTED]  
[REDACTED] called back saying he does not have much information on this issue. He advised he will get in touch with the tech that reported the incident to him and will call me back with more information.

(Date Logged) 02/05/2002 03:18:51 PM - (Author) [REDACTED]  
[REDACTED] called back saying his tech informed him this happened sometime last week but nothing is missing in the cage. He advised that they really cannot tell if the cage was broken into or not. I advised him I will report the incident to Security anyway for record purposes.

(Date Logged) 02/05/2002 03:27:48 PM - (Author) [REDACTED]  
Called [REDACTED] and was given ticket # 1966958 (cage is on the 1st floor)

(Date Logged) 02/05/2002 03:43:16 PM - (Author) [REDACTED]  
I spoke to [REDACTED] BACS and reported the incident, she gave me case # GC-02-16773-15. She advised to call back for the investigator's name.

(Date Logged) 02/05/2002 01:02:36 PM - (Author) CN=[REDACTED]/OU=[REDACTED]/OU=[REDACTED]  
Clec from [REDACTED] security manager wants to on status of ticket

(Date Logged) 02/06/2002 04:00:14 PM - (Author) [REDACTED]  
Called CRE for an update and I was told [REDACTED] (Mechanic) picked up the ticket today at 7.30am. I advised the dispatcher to page the mechanic with my number so I can get an update on the issue.....waiting for [REDACTED] call.

REPORT # 4 (6 PAGES)



(Date Logged) 02/06/2002 04:20:03 PM - (Author) [REDACTED]  
I spoke to [REDACTED] and he advised that he will like to be kept in the loop of what's going on as a Security Mgr for [REDACTED].  
I gave him the update on the issue.

(Date Logged) 02/07/2002 09:07:26 AM - (Author) [REDACTED]  
[REDACTED] from CRE called and advised that the mechanic said the lock is not repairable, it has to be replaced. She also mentioned that the mechanic has informed the locksmith to repair the lock.

(Date Logged) 02/11/2002 04:39:33 PM - (Author) [REDACTED]  
See attachment below.....

(Date Logged) 02/14/2002 10:14:18 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
Clec upset wants to know lock is not repaired, would like a cb asap.

(Date Logged) 02/14/2002 10:33:58 AM - (Author) [REDACTED]  
LMVM for [REDACTED] requesting a call back.

(Date Logged) 02/14/2002 05:14:33 PM - (Author) [REDACTED]  
LMVM for [REDACTED] requesting a call back ASAP.

(Date Logged) 02/19/2002 07:11:43 AM - (Author) [REDACTED]  
LMVM for [REDACTED] requesting a call back ASAP.

(Date Logged) 02/19/2002 09:15:16 AM - (Author) [REDACTED]  
[REDACTED] LMVM. I called [REDACTED] and he advised that the lock was severely damaged. He said someone while trying to get into the cage, turned the cylinder and broke the hardware inside the lock. He advised that the whole door mechanism has to be replaced and he had to order this directly from the manufacturer. He mentioned that in the meantime, he will lock up the cage with a chain and padlock and will leave the key up front with Security and have someone from [REDACTED] pick up the key. [REDACTED] also advised that the lock should be fixed in a week.

(Date Logged) 02/19/2002 09:23:44 AM - (Author) [REDACTED]  
I advised [REDACTED] that the cage will be locked with a chain and padlock in the mean time and a [REDACTED] employee needs to pick up the key from Security at the front desk. I advised [REDACTED] to make sure that someone with a [REDACTED] employee ID card picks up the key since all Clec's have a VZ non employee ID. [REDACTED] will call me back with the name of the employee who will pick up the keys.

(Date Logged) 02/19/2002 10:27:36 AM - (Author) [REDACTED]  
[REDACTED] called to advise that a [REDACTED] will pick up the keys this afternoon, he mentioned that [REDACTED] has only a VZ non employee ID card. LMVM for [REDACTED] to advise.

(Date Logged) 02/19/2002 11:49:59 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] from [REDACTED] security would like status on ticket 408 818 5283

(Date Logged) 02/19/2002 12:21:31 PM - (Author) [REDACTED]  
Advised [REDACTED] to get in touch with [REDACTED] (see tckt 8392).

(Date Logged) 02/27/2002 11:39:14 AM - (Author) [REDACTED]  
LMVM for [REDACTED] requesting a call back ASAP with an update on this issue.

(Date Logged) 02/27/2002 11:49:05 AM - (Author) [REDACTED]  
I spoke to [REDACTED] and he advised that [REDACTED] has picked up the keys for the padlock on the cage.

(Date Logged) 03/01/2002 03:45:23 PM - (Author) [REDACTED]

LMVM for [REDACTED] requesting a call back ASAP with an update on this issue.

(Date Logged) 03/05/2002 06:15:52 PM - (Author) [REDACTED]  
LMVM for [REDACTED] requesting a call back ASAP with an update on this issue.

(Date Logged) 03/08/2002 11:29:32 AM - (Author) [REDACTED]  
See memo attached below....waiting for csr's response.

(Date Logged) 03/14/2002 08:47:30 AM - (Author) [REDACTED]  
Received memo below from [REDACTED] advising that the lock has been fixed. I advised csr to pick up the keys and he wanted to know if the new key is the same as the previous key that was used. I advised him I will find out from [REDACTED].

(Date Logged) 03/28/2002 04:54:17 PM - (Author) [REDACTED]  
[REDACTED] sent an e-mail notifying that the new key made is a different key entirely and is available for pick up at the Security Desk. I advised csr that the key is different from the previous one and it is available for pick up at the Security Desk.

(Date Logged) 04/04/2002 10:26:09 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
Cms did rcve the key, but needs four keys for its different tech, unable to make copies.

(Date Logged) 04/04/2002 10:53:27 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
Advised [REDACTED] I will try to get keys. See attached.

(Date Logged) 04/04/2002 02:07:56 PM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
Also opened CRE ticket #2005466.

(Date Logged) 04/05/2002 12:09:12 PM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] in CRE advised ticket given to [REDACTED] at Bowdoin Square. He handles all requests for this building.

(Date Logged) 04/08/2002 08:52:35 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] property manager, [REDACTED] advised he will make keys, need key#. \*\*\*LMVM for [REDACTED].

(Date Logged) 04/08/2002 10:37:34 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] called regarding this ticket. I advised him I already spoke to [REDACTED]. He said he will let [REDACTED] know he spoke to me and that when I call back with the key #'s, he will cut the keys for me.

(Date Logged) 04/09/2002 07:26:34 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
LMVM for [REDACTED].

(Date Logged) 04/09/2002 08:19:18 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] advised his tech advised there is not key#. He will recheck and call me back.

(Date Logged) 04/11/2002 07:12:09 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
LMVM for [REDACTED] regarding keys.

(Date Logged) 04/11/2002 11:56:19 AM - (Author) CN=[REDACTED]/OU=[REDACTED]/O=[REDACTED]  
[REDACTED] from real estate called for key# again. I advised him I waiting to hear back from [REDACTED].

Attachments:

04/04/2002 10:56 AM

To: [REDACTED]  
cc:  
Subject: [REDACTED] Bowdin Square - Keys

Ralph,

[REDACTED] is requesting 6 additional keys for this cage. Can you help? (See attached. [REDACTED] is on vacation)

[REDACTED]  
03/14/2002 03:18 AM

To: [REDACTED]  
cc:  
Subject: 6 bowdoin

the lock repair is complete . pls notify the tenant to pick up the new key at the security desk

[REDACTED]  
03/08/2002 11:23 AM

To: [REDACTED]  
cc:  
Subject: Re: vandalism at 6 Bowdoin sq. Boston [REDACTED]

[REDACTED],  
Per my voicemail, the responsibility code B63921300 is what the CCC uses for all Real Estate issues. If you have further questions, I can be reached at [REDACTED].

[REDACTED]  
[REDACTED] Core Center  
[REDACTED]  
[REDACTED]

[REDACTED]  
03/06/2002 06:08 AM

To: [REDACTED]  
cc:  
Subject: Re: vandalism at 6 Bowdoin sq. Boston [REDACTED]

Parts are received this am for the repair, please respond will all the coding necessary for labor and parts to charge back for this work so that CRE budget is not effected. Recently, you provided a Code that begins with a "B", we are not familiar with these rc's and generally more coding information is necessary, estimate? function? jfc? ty [REDACTED]

[REDACTED]  
02/14/2002 10:31 AM

To: [REDACTED]

Contact Method: Telephone  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 02/05/2002 02:37:44 PM  
Customer Negotiated Due Date: 04/17/2002

### Reference

Contact(s) for Resolution:  
Reference Information:

### Ticket History

Original Submitter/Current Editor: [REDACTED] /EMPL/MA/Verizon;  
[REDACTED] /EMPL/MA/Verizon; [REDACTED] /EMPL/MA/Verizon;  
[REDACTED] /EMPL/MA/Verizon; [REDACTED] /EMPL/NY/Bell-AT / CN-[REDACTED] /OU=EMPL/OU=NY/O=Bell-AT

Date/Time Logged: 02/05/2002 02:29 PM

Date/Time In Progress: 02/05/2002 02:37:44 PM

Date/Time Closed:

Assignment	Assignments	Assignees	Assignment Data	Status
Edit History:	40	[REDACTED]	04/11/2002 11:56 AM	Pending CLEC Response
	39	[REDACTED]	04/11/2002 07:12 AM	Pending CLEC Response
	38	[REDACTED]	04/09/2002 08:19 AM	Pending CLEC Response
	37	[REDACTED]	04/09/2002 07:26 AM	Pending CLEC Response
	36	[REDACTED]	04/08/2002 10:37 AM	Pending CLEC Response
	35	[REDACTED]	04/08/2002 08:52 AM	Pending CLEC Response
	34	[REDACTED]	04/05/2002 12:09 PM	Pending Internal Response
	33	[REDACTED]	04/04/2002 02:07 PM	Pending Internal Response
	32	[REDACTED]	04/04/2002 10:54 AM	Pending Internal Response
	31	[REDACTED]	04/04/2002 10:53 AM	Pending Internal Response
	30	[REDACTED]	04/04/2002 10:26 AM	Pending Internal Response

Edit History:	Revision	Editor	Edit Date
	40	[REDACTED]	04/11/2002 11:56 AM
	39	[REDACTED]	04/11/2002 07:12 AM
	38	[REDACTED]	04/09/2002 08:19 AM
	37	[REDACTED]	04/09/2002 07:26 AM
	36	[REDACTED]	04/08/2002 10:37 AM
	35	[REDACTED]	04/08/2002 08:52 AM
	34	[REDACTED]	04/05/2002 12:09 PM
	33	[REDACTED]	04/04/2002 02:07 PM
	32	[REDACTED]	04/04/2002 10:54 AM
	31	[REDACTED]	04/04/2002 10:53 AM
	30	[REDACTED]	04/04/2002 10:26 AM

cc:  
Subject: Re: vandalism at 6 Bowdoin sq. Boston

Please call me at [redacted] to discuss this issue.

To: [redacted]

cc:

From: [redacted]/EMPL/MA/Verizon@VZNotes

Date: 02/11/2002 08:08:25 AM

Subject: vandalism at 6 Bowdoin sq. Boston

please assist

----- Forwarded by [redacted]/EMPL/MA/Verizon on  
02/11/2002 08:09 AM -----

[redacted]  
02/11/2002 06:47 AM

To: [redacted]

cc: [redacted]

Subject: vandalism at 6 Bowdoin sq. Boston

Following is a Corporate Real Estate work ticket turned in by a Co-Locator. The damage that is described appears to be the result of a worker attempting access without a key. Please notify the co-locator that Verizon will not be responsible for these types of damages and that they may contract for the repair directly with [redacted], or, if possible, provide me with coding that will direct the expense to some else's budget other than mine. Thank you in advance for your assistance.

VERIZON

COMMUNICATIONS

Morning

Activity Report: Tuesday, February 05, 2002 to Wednesday, February 06, 2002

Sector: AO Zone: 30

GLC: 6123006  
ADDRESS: 6 BOWDOIN SQUARE  
CITY: BOSTON  
ST: MA FLOOR: 1

ROOM:  
REPORTED BY: [redacted]  
TELEPHONE: [redacted]

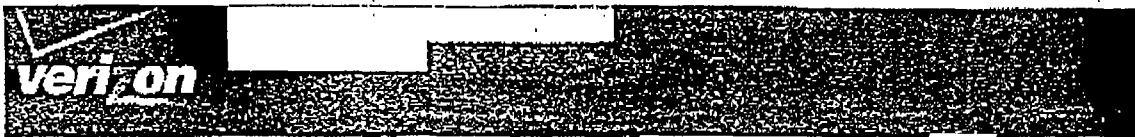
RESPONSIBILITY CODE CHARGED:

B63921300

TROUBLE DESCRIPTION: CAGE LOCK IS BROKEN AND NEED A NEW LOCK FOR [redacted]  
[redacted] TENANT WILL CALL BACK WITH FLOOR OK FOR  
TROUBLE FOUND / ACTION TAKEN: DERMOT GATELY FVM FOR 7:00 AM

DATE IN / TIME 2/5/02 03:15 PM  
ASSIGNED TO: GATELY

TKT #: 1966958  
TIME ASCD: DT / TIME CD:



**Calling Party Information**

[Redacted]  
[Redacted]  
[Redacted]

Phone: [Redacted]  
Fax:  
E-Mail:

**Collocation Information**

CLEC Name: [Redacted]  
CLEC Contact Person: [Redacted]  
CLI Code: WRJVTGA-  
Central Office Name: WHITE RIVER JUNCTION, 29 GATES STREET, WHITE RIVER JUNCTION, VT  
Type of Collocation:

**Ticket Information**

Ticket #: 010122-4637  
Ticket Heading: CLEC core-drilling floor  
Ticket Log:

(Date Logged) 01/22/2001 11:21:05 AM - (Author) CN=[Redacted]/OU=VEND/OU=NY/O=Bell-Ad  
[Redacted] reports that [Redacted], located on the 3rd floor of this site, has core-drilled the floor and run 2 4" conduits from the third floor to the collocation area directly below. In addition, they have installed fiber-optic cable in the conduit. [Redacted] says if there is a MOP, he hasn't seen it.

(Date Logged) 02/09/2001 05:18:23 PM - (Author) [Redacted]  
LCC [Redacted] was aware of what was happening. [Redacted] had area on 3rd fl, collo area on 2nd floor  
[Redacted] is permitted to run cables from their 'PDP' to their collo cage. They were to drill thru the floor and have the cable dropped.  
Building services did the drilling (IF-VZ CO install didn't know cause CO man had MOP but cable run was supposed to be done by VZ. LCC says misunderstanding next time he will see that the proper people are involved

Attachments: (only if necessary)

Category: Central Office Security Breaches  
Priority: 3 - Medium  
Status: Closed  
Assigned To: [Redacted]  
CC (Mail) To:  
Contact Method: Telephone  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 02/09/2001 05:18:23 PM  
Customer Negotiated Due Date: 02/08/2001

**Reference**

Contact(s) for Resolution:  
Reference Information:

**Ticket History**

Original Submitter/Current Editor: [Redacted]/VEND/NY/Bell-Ad / [Redacted]  
Date/Time Logged: 01/22/2001 11:10 AM

**Date/Time In Progress:**

**Date/Time Closed:** 02/09/2001 05:18:23 PM

Assignment	Assignments	Assignees
Edit History:	3	[REDACTED]
	2	[REDACTED]
	1	[REDACTED]
	0	[REDACTED]

Assignment Date	Status
02/09/2001 05:18 PM	Closed
01/22/2001 11:29 AM	Open
01/22/2001 11:23 AM	Open
01/22/2001 11:21 AM	Open

Edit History:	Revision	Editor
	4	[REDACTED]
	3	[REDACTED]
	2	[REDACTED]
	1	[REDACTED]
	0	[REDACTED]

Edit Date
02/09/2001 05:18 PM
01/22/2001 11:29 AM
01/22/2001 11:23 AM
01/22/2001 11:21 AM
01/22/2001 11:13 AM



### Calling Party Information

**Person**

\_\_\_\_\_

**[REDACTED]**

54

**Fax:** [REDACTED]

**E-Mail:**

### Collocation Information

CLEC Name: [REDACTED]

**GLEC Contact Person:**

CLL Code: PFLDMEFO

**Central Office Name:** PORTLAND, 45 FOREST AVENUE, PORTLAND, ME

**Type of Collocation:**

### Ticket Information

Ticket #: 010202-4831

**Ticket Heading:** Installation w/o MOP

### Ticket Log:

(Date Logged) 02/02/2001 03:02:03 PM - (Author) CN=Sharon M. Sutton/OU=YEND/OU=NY/O=Bell-AT  
[REDACTED] a Team Leader for Verizon, reports that [REDACTED] is doing installation at this site, and [REDACTED] has not seen a MOP. [REDACTED] has been away, but he believes they have been doing this work since Monday. He would appreciate a call.

(Date Logged) 02/02/2001 05:33:38 PM - (Author) [REDACTED]  
 Cid [REDACTED] (Extension [REDACTED]) - LMVM advising him that Mgr from CO listed above called to advise that he asked a crew doing installation work at the CO above for their MOP -and no one could produce one -they also told him that they didn't know they needed to have one each time they're doing installation work there - [REDACTED] asked to please locate the MOP and have it at the site by Monday [REDACTED] will make another visit to the CO to check. \*\*\*\*\* [REDACTED] Cid [REDACTED] Haradon [REDACTED] - LMVM advising him that I have contacted the CLEC to check into the work being done at the location above -and produce the MOP by Monday- left my nm#number for callback.

(Date Logged) 02/05/2001 03:07:34 PM - (Author) [REDACTED]  
 Rec'd call from [REDACTED] 02/05/2001 03:07:34 PM - who advised he had already stopped the job -and told [REDACTED] they couldn't go on with the job until they produced a MOP. [REDACTED] advised that [REDACTED] came in on Friday night and produced a MOP which he signed and gave them the ok to resume work today. will close ticket now.

### Attachments

**(only if necessary)**

Category: Central Office Security Breaches

**Priority:** 3 - Medium

**Status:** Closed

**Assigned To:** [REDACTED]

CC (Mail) To:

**Contact Method:** Telephone

**Letter Sent to CLEC:** No

Initial Call Back Date/Time: 02/02/2001 05:33:38 PM

**Customer Negotiated Due Date:** 02/06/2001

## Reference

**Contact(s) for Resolution:**

REPORT # 10 (2 PAGES)



Reference Information:

**Ticket History**

Original Submitter/Current Editor: [REDACTED] / VENDOR/NY/Bell-Atlantic / [REDACTED] / [REDACTED]

Vaughan-Gooding

Date/Time Logged: 02/02/2001 02:52 PM

Date/Time In Progress:

Date/Time Closed: 02/05/2001 03:07:34 PM

Assignment	Assignments	Assignees	Assignment Date	Status
Edit History:	2	[REDACTED]	02/05/2001 03:07 PM	Closed
	1	[REDACTED]	02/02/2001 05:33 PM	Pending CLEC Response
	0	[REDACTED]	02/02/2001 03:02 PM	Open

Edit History:	Revision	Editor	Edit Date
	3	[REDACTED]	02/05/2001 03:07 PM
	2	[REDACTED]	02/02/2001 05:33 PM
	1	[REDACTED]	02/02/2001 03:02 PM
	0	[REDACTED]	02/02/2001 02:52 PM



**Calling Party Information**

Number:  
Name:  
Address:  
City:  
State:  
Zip:  
Phone:  
Fax:  
E-Mail:

**Collocation Information**

CLEC Name:  
CLEC Contact Person:  
CLI Code: VRBHVAIR-  
Central Office Name: VA BEACH-INDIAN RIVER, 6028 INDIAN RIVER, VIRGINIA BEACH, VA  
Type of Collocation: Physical

**Ticket Information**

Ticket #: 010206-4865  
Ticket Heading: Stolen equipment  
Ticket Log:

(Date Logged) 02/06/2001 03:46:34 PM - (Author) CN= /OU= /O=   
Customer is calling to report that on a return visit to the collo today after he made an installation last week, he discovered that 2/7-foot relay racks, one handy fuse panel, 2 miscellaneous boxes of parts were "missing". He was not sure who to contact; does he call security? Please call back to advise

(Date Logged) 02/06/2001 05:31:18 PM - (Author)   
Cid (CTDI-v) - LMVM advising him that he definitely needs to call security from the collo site so that they can hear from him exactly what was missing where he left it last and when he discovered it was missing - gave BACS tel# - I will also call security to report incident as well - left my cell number for callback with updates.   
Cid BACS - spoke to - gave her all information including tech's name and tel# - advised she will put a report through for a manager callback tmo- at that time I will get a ticket# - advised the manager will also call at his cbr# - will followup tmo.

(Date Logged) 02/07/2001 10:06:39 AM - (Author) CN= /OU= /O=   
phoned to check on the status of this ticket. He would appreciate a call.

(Date Logged) 02/07/2001 03:40:27 PM - (Author)   
Rec'd call from (BACS) - who advised she has received my report and will contact to get more details and advise him of the investigation that will be conducted. advised TICKET#01-01811. \*\*\*\*\*Rec'd call from - who advised thanks he did receive a call from security - and she gave him his ticket# and took all of the information and details on the equipment taken - he advised she will keep in touch with him as the investigation continues. will followup one week.

(Date Logged) 03/02/2001 03:35:11 PM - (Author)   
close ticket - security settled matter with cec directly.

Attachments: (only if necessary)

Category: Central Office Security Breaches  
Priority: 3 - Medium  
Status: Closed  
Assigned To:

CC (Mail) To:  
Contact Method: Telephone  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 02/06/2001 05:31:18 PM  
Customer Negotiated Due Date: 02/14/2001

**Reference**

Contact(s) for Resolution:  
Reference Information:

**Ticket History**

Original Submitter/Current Editor: [REDACTED] / [REDACTED]

[REDACTED] / VEND/NY/Bell-AT; [REDACTED] / [REDACTED]

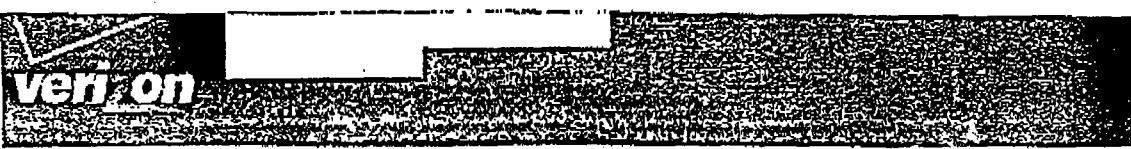
Date/Time Logged: 02/06/2001 03:40 PM

Date/Time In Progress:

Date/Time Closed: 03/02/2001 03:35:11 PM

Assignment	Assignments	Assignees	Assignment Date	Status
Edit History:	5	[REDACTED]	03/02/2001 03:35 PM	Closed
	4	[REDACTED]	02/07/2001 03:40 PM	Pending Internal Response
	3	[REDACTED]	02/07/2001 10:06 AM	Pending Internal Response
	2	[REDACTED]	02/06/2001 05:31 PM	Pending Internal Response
	1	[REDACTED]	02/06/2001 03:50 PM	Open
	0	[REDACTED]	02/06/2001 03:46 PM	Open

Edit History:	Revision	Editor	Edit Date
	5	[REDACTED]	03/02/2001 03:35 PM
	4	[REDACTED]	02/07/2001 03:40 PM
	3	[REDACTED]	02/07/2001 10:06 AM
	2	[REDACTED]	02/06/2001 05:31 PM
	1	[REDACTED]	02/06/2001 03:50 PM
	0	[REDACTED]	02/06/2001 03:46 PM



**Calling Party Information**

[Redacted]  
[Redacted]  
[Redacted]  
Phone: [Redacted]  
Fax:  
E-Mail:

**Collocation Information**

CLEC Name: [Redacted]  
CLEC Contact Person: [Redacted]  
CLI Code: PTLDMF0  
Central Office Name: PORTLAND, 45 FOREST AVENUE, PORTLAND, ME  
Type of Collocation: Physical

**Ticket Information**

Ticket #: 010237-4590  
Ticket Heading: Tech not wearing ID  
Ticket Log:

(Date Logged) 02/07/2001 03:11:45 PM - (Author) [Redacted] OU=[Redacted] OU=[Redacted] / O=[Redacted]  
[Redacted] is calling to report that an [Redacted] tech was not wearing an ID badge, and was therefore asked to leave the building. The tech was upset that he was being asked to show ID. This happened at approximately 1:30pm this afternoon. [Redacted] failed to ask the tech for his name. He would appreciate it if it be enforced that appropriate ID badge is worn, and carried at all times.

(Date Logged) 02/09/2001 12:46:21 PM - (Author) [Redacted]  
called [Redacted] to remind that all techs and vendors should have ID's at all times.

Attachments: (only if necessary)

Category: Central Office Security Breaches  
Priority: 3 - Medium  
Status: Closed  
Assigned To: [Redacted]  
CC (Mail) To:  
Contact Method: Telephone  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 02/09/2001 12:46:21 PM  
Customer Negotiated Due Date: 02/08/2001

**Reference**

Contact(s) for Resolution:  
Reference Information:

**Ticket History**

Original Submitter/Current Editor: [Redacted] / VEND/NY/Bell-Atl / [Redacted]  
Date/Time Logged: 02/07/2001 03:00 PM  
Date/Time In Progress:  
Date/Time Closed: 02/09/2001 12:46:21 PM

Assignment	Assignments	Assignees	Assignment Date	Status
Edit History:	2	[REDACTED]	02/09/2001 12:46 PM	Closed
	1	[REDACTED]	02/07/2001 03:12 PM	Open
	0	[REDACTED]	02/07/2001 03:11 PM	Open
Edit History:	Revision	Editor	Edit Date	
	2	[REDACTED]	02/09/2001 12:46 PM	
	1	[REDACTED]	02/07/2001 03:12 PM	
	0	[REDACTED]	02/07/2001 03:11 PM	



### Calling Party Information

[REDACTED]  
 [REDACTED]  
 [REDACTED]  
 Phone: [REDACTED]  
 Fax: [REDACTED]  
 E-Mail: [REDACTED]

### Collocation Information

CLEC Name: [REDACTED]  
 CLEC Contact Person: [REDACTED]  
 CLLI Code: PTCHNYPC  
 Central Office Name: PORT CHESTER, 50 BROAD STREET, WESTCHESTER, NY  
 Type of Collocation: [REDACTED]

### Ticket Information

Ticket #: 020214-4992  
 Ticket Heading: Theft at CO  
 Ticket Log: [REDACTED]

(Date Logged) 02/14/2001 03:59:12 PM - (Author) CN-[REDACTED]/OU-[REDACTED]/O-[REDACTED]  
 [REDACTED] reports a theft of 17 terminal blocks from [REDACTED] cage at this location. The theft, he believes, was discovered on February 9 by a sub-contractor - he does not have the tech's name. [REDACTED] does not know what floor this cage is on. It was reported to the Portchester Police, their report # 01020347, and to a Verizon Investigator, [REDACTED] - Verizon's ticket # 0101742. [REDACTED] has [REDACTED] #, if needed. He would like a manager to call him, adding that they were supposed to be in a secure facility, and there was no lock on the cage. I asked if the absence of a lock had been reported before, and he said he didn't know. He wants to know who he should contact for insurance purposes. Please call.

(Date Logged) 02/14/2001 06:21:36 PM - (Author) [REDACTED]  
 Cld BACS [REDACTED] -spoke to [REDACTED] -gave her ticket#0101742-advised her to have security manager give me a call for an update on this case- left my nm&number. \*\*\*\*\*Cld [REDACTED] (VZ)-[REDACTED]-spoke to [REDACTED] -who advised [REDACTED] left office -might be in office tmw-if not he will leave a message for him to give me a callback when he returns to the office- left my nm&number.

(Date Logged) 02/21/2001 01:01:57 PM - (Author) [REDACTED]  
 Rec'd call from [REDACTED] -who advised that he's making a call to me because since the first day of the incident he hasn't heard back from the security manager, [REDACTED], so he has no idea on what the latest status is for the theft. Advised [REDACTED] I would again call the BACS and try to have [REDACTED] give me a callback directly so that I can bridge him on with them for an update. \*\*\*\*\*Cld BACS [REDACTED] spoke to [REDACTED] who verified that [REDACTED] does have the case-she will leave him a message as well as beep him, so that when he calls in she will tell him that the CCC manager as well as the customer is trying to look for any updates on this case- left my nm&number.

(Date Logged) 02/22/2001 10:20:15 AM - (Author) [REDACTED]  
 Rec'd call from [REDACTED] (BACS)-advised to give him a callback.

(Date Logged) 02/22/2001 11:26:06 AM - (Author) [REDACTED]  
 Cld [REDACTED] (BACS) [REDACTED] - who advised when they received this call into their office he went up to the location to investigate the matter-what he found was that the terminal blocks were left in a case which was not locked-which was also left inside of a cage which was not locked - as a result their materials were not secured-and there is no way of pin-pointing who could have taken anything. [REDACTED] advised he has explained this to [REDACTED] and [REDACTED] in detail and has made a recommendation to [REDACTED] to get a lock on their cage asap-[REDACTED] showed [REDACTED] the lock they had to install could open the CO and their cage doors - [REDACTED] recommended to them to get separate locks for both the cage and CO door-[REDACTED] also advised both parties that his case is closed here in security. \*\*\*\*\*Cld [REDACTED] -gave him the updates on what was told to me by [REDACTED] in security also advised [REDACTED] that [REDACTED] and [REDACTED] were updated since last week on

REPORT # 9 (2 PAGES)

everything that was done and given the recommendation and also advised the case was closed with security- [REDACTED] advised he didn't know [REDACTED] had reported this and didn't realize that [REDACTED] also reported this matter-he will go back to them then- also advise [REDACTED] the ticket here at the CCC will be closed as well.

Attachments: (only if necessary)

Category: Central Office Security Breaches  
 Priority: 3 - Medium  
 Status: Closed  
 Assigned To: [REDACTED]  
 CC (Mail) To:  
 Contact Method:  
 Letter Sent to CLECI: No

Initial Call Back Date/Time: 02/14/2001 06:21:36 PM  
 Customer Negotiated Due Date: 02/22/2001

### Reference

Contact(s) for Resolution:  
 Reference Information:

### Ticket History

Original Submitter/Current Editor: [REDACTED] / Bell-AU: [REDACTED]

Date/Time Logged: 02/14/2001 03:34 PM

Date/Time In Progress:

Date/Time Closed: 02/22/2001 11:26:06 AM

Assignment Edit History:	Assignments	Assignees	Assignment Date	Status
5		[REDACTED]	02/22/2001 11:26 AM	Closed
4		[REDACTED]	02/22/2001 10:20 AM	Pending Internal Response
3		[REDACTED]	02/21/2001 01:01 PM	Pending Internal Response
2		[REDACTED]	02/14/2001 06:21 PM	Pending Internal Response
1		[REDACTED]	02/14/2001 03:59 PM	Open
0		[REDACTED]	02/14/2001 03:59 PM	Open

Edit History:	Revision	Editor	Edit Date
	6	[REDACTED]	02/22/2001 11:26 AM
	5	[REDACTED]	02/22/2001 10:20 AM
	4	[REDACTED]	02/21/2001 01:01 PM
	3	[REDACTED]	02/14/2001 06:21 PM
	2	[REDACTED]	02/14/2001 03:59 PM
	1	[REDACTED]	02/14/2001 03:59 PM
	0	[REDACTED]	02/14/2001 03:38 PM

**verion**

## Calling Party Information

28

E-Mail:

## Collocation Information

CLEC Name: [REDACTED]  
 CLEC Contact Person: [REDACTED]  
 CLI Code: FRPTNYFP-  
 Central Office Name: FREEPORT, 120 SOUTH GROVE STREET, FREEPORT, NY  
 Type of Collocation: Physical

## Ticket Information

Ticket #: 010605-6473  
 Ticket Heading: Theft  
 Ticket Log:

(Date Logged) 06/05/2001 09:55:54 AM - (Author) CN=[REDACTED]  
 [REDACTED] reports that between Friday afternoon and Monday morning, a "burndy" was stolen, as well as a box of 20 dies. The VAT tool was worth approximately \$ 5,063 - the dies \$2,400. [REDACTED] spoke with [REDACTED], who advised him to contact the police - which [REDACTED] is going to do. [REDACTED] gives the following ID #s: Model: BAT 750. Serial # LTO 699098. He adds the only vendor working at night is [REDACTED], doing a [REDACTED] job.

(Date Logged) 06/05/2001 10:03:24 AM - (Author) CN=[REDACTED]  
 PLEASE NOTE: Although the CLEC is [REDACTED], [REDACTED] is working for [REDACTED].

(Date Logged) 06/05/2001 03:52:26 PM - (Author) [REDACTED]  
 Cld BACS [REDACTED] spoke to [REDACTED] - gave her all information about the incident including the type of equipment that was stolen and the dollar amount - [REDACTED] advised she will take info and put into the system for a case manager to work on - the case manager will give [REDACTED] and myself a callback - [REDACTED] questioned if caller has called the local police for this matter as well...Advised [REDACTED] that [REDACTED] was told by my boss to call the local police and report the incident with them. [REDACTED] advised I will get callback from the case manager too-also at that time I will be able to get the case#. \*\*\*\*\* Cld [REDACTED] (BACS)  
 [REDACTED] - LMVM advising him that the incident was reported to our security and that I hope he has called the local police on this matter as well. Advised [REDACTED] he will receive callback from security for more details - left my nm&number for callback.

(Date Logged) 06/06/2001 10:24:22 AM - (Author) [REDACTED]  
 Rec'd callback from [REDACTED] (BACS) who advised he will give [REDACTED] a call to get further details -but he also wanted to know if he could get the COE or Property Mgr. tel# so he can get an understanding of the layout of the CO- also find out if its key or card access into the actual collo room. Explained to [REDACTED] the dec, the contractor and who [REDACTED] working for ([REDACTED]), and the amount of the tool. Advised [REDACTED] I will find out that info and give him callback.

(Date Logged) 06/06/2001 10:25:56 AM - (Author) [REDACTED]  
 Check with real estate -Prpty Mgr. [REDACTED] \*\*\*\*\* Cld [REDACTED] (BACS) [REDACTED] - LMVM advising him of the Property Mgrs. name and tel# for the CO above.

(Date Logged) 06/29/2001 04:05:09 PM - (Author) [REDACTED]  
 Cld BACS [REDACTED] spoke to [REDACTED] - he advises that he spoke to [REDACTED] also with the COE and he explained to [REDACTED] that it is hard to pinpoint any one person for the theft if no one saw anything -also [REDACTED] reported to the local police dept.-but he understood there was nothing more that could be done on our side -he did want the incident noted for record. [REDACTED] advises his case is closed. will close ticket.

REPORT #10 (2 PAGES)



Attachments: (only if necessary)

Category: Central Office Security Breaches  
 Priority: 3 - Medium  
 Status: Closed  
 Assigned To: [Redacted]  
 CC (Mail) To:  
 Contact Method: Telephone  
 Letter Sent to CLEC: No

Initial Call Back Date/Time: 06/05/2001 03:52:26 PM  
 Customer Negotiated Due Date: 06/08/2001

**Reference**

Contact(s) for Resolution:  
 Reference Information:

**Ticket History**

Original Submitter/Current Editor: [Redacted]

Date/Time Logged: 06/05/2001 09:46 AM

Date/Time In Progress:

Date/Time Closed: 06/29/2001 04:05:09 PM

Assignment

Edit History:

4  
3  
2  
1  
0

Assignment Date

06/29/2001 04:05 PM  
 06/06/2001 10:25 AM  
 06/06/2001 10:24 AM  
 06/05/2001 03:52 PM  
 06/05/2001 10:03 AM

Status

Closed  
 Pending Internal Response  
 Pending Internal Response  
 Pending Internal Response  
 Open

Edit History:

Revision

Editor

7  
6  
5  
4  
3  
2  
1  
0

Edit Date

06/29/2001 04:05 PM  
 06/06/2001 10:25 AM  
 06/06/2001 10:24 AM  
 06/05/2001 03:52 PM  
 06/05/2001 10:03 AM  
 06/05/2001 09:59 AM  
 06/05/2001 09:55 AM  
 06/05/2001 09:47 AM

**verizon**

**Calling Party Information**

**Customer:**  
**Address:**  
**City/State/Zip:**  
**Phone:**  
**Fax:**  
**E-Mail:**

**Collocation Information**

**CLEC Name:**  
**CLEC Contact Person:**  
**CLLI Code:** WASHDCLE-  
**Central Office Name:** LINCOLN, 120 7TH ST NE, WASHINGTON DC 20003  
**Type of Collocation:** Physical

**Ticket Information**

**Ticket #:** 011210-8048  
**Ticket Heading:** No MOP  
**Ticket Log:**

(Date Logged) 12/10/2001 03:43:36 PM - (Author) [redacted]  
[redacted] states that [redacted] had met with her on 11/19/01 to schedule removal of equipment which was scheduled to be completed 11/27. On 12/05/01 the equipment was still there. [redacted] contacted [redacted]. He advised that the equipment was removed on 12/6. [redacted] is reporting [redacted] as entering and working in the central office without authorization.

(Date Logged) 12/10/2001 04:01:42 PM - (Author) CN=[redacted] /OU=EMPL/OU=NY/O=Bell-Atl  
[redacted] advised the MOP she signed was to complete work by 11/27. The work was completed on 12/6 without a new MOP. I advised [redacted] I will speak to [redacted]. \*\*\*LMVM for [redacted] at [redacted] \*\*\*

(Date Logged) 12/11/2001 11:25:25 AM - (Author) CN=[redacted] /OU=[redacted] /O=[redacted]  
Advised Dutch MOP procedure. He assured me it would not happen again.

**Attachments:** (only if necessary)

**Category:** Central Office Security Breaches  
**Priority:** 3 - Medium  
**Status:** Closed  
**Assigned To:** [redacted]  
**CC (Mail) To:**  
**Contact Method:**  
**Letter Sent to CLEC:** No

**Initial Call Back Date/Time:**  
**Customer Negotiated Due Date:**

**Reference**

**Contact(s) for Resolution:**  
**Reference Information:**

**Ticket History**

**Original Submitter/Current Editor:** [redacted] /EMPL/OU=NY/O=Bell-Atl / CN=[redacted]  
[redacted] /OU=EMPL/OU=NY/O=Bell-Atl

REPORT # 11 (3 PAGES)



**Calling Party Information**

Veri on  
Name: [Redacted]  
Address: [Redacted]  
Phone: [Redacted]  
Fax: [Redacted]  
E-Mail: [Redacted]

**Collocation Information**

CLEC Name: [Redacted]  
CLEC Contact Person: [Redacted]  
CLIT Code: WHPLNYWP-  
Central Office Name: WHITE PLAINS, 111 MAIN STREET, WHITE PLAINS, NY  
Type of Collocation:

**Ticket Information**

Ticket #: 011211-8057  
Ticket Heading: Trash  
Ticket Log:

(Date Logged) 12/11/2001 04:05:07 PM - (Author) CN=[Redacted]/OU=[Redacted]/OU=[Redacted] Bell-At  
[Redacted] advised combustible trash in cage.

(Date Logged) 12/12/2001 11:06:51 AM - (Author) CN=[Redacted]/OU=[Redacted]/OU=[Redacted] Bell-At  
[Redacted] advised he will send someone to clean the trash and let me know when it has been completed.

(Date Logged) 12/12/2001 11:12:04 AM - (Author) CN=[Redacted]/OU=[Redacted]/OU=[Redacted] Bell-At  
[Redacted] called to advise he spoke to his 4man and he will have trash cleaned up daily. He advised he has techs working there today and they will clean up as they finish.

(Date Logged) 12/27/2001 08:53:47 AM - (Author) CN=[Redacted]/OU=EMPL/OU=[Redacted] Bell-At  
[Redacted] voice mail advises she will be on vacation until 1-2-02.

(Date Logged) 01/03/2002 02:35:50 PM - (Author) CN=[Redacted]/OU=EMPL/OU=[Redacted] Bell-At  
LMVM for [Redacted], following up to close ticket.

(Date Logged) 01/04/2002 02:42:45 PM - (Author) CN=[Redacted]/OU=EMPL/OU=[Redacted] Bell-At  
[Redacted] advised OK to close ticket.

Attachments: (only if necessary)  
Category: Central Office Security Breaches  
Priority: 3 - Medium  
Status: Closed  
Assigned To: [Redacted]  
CC (Mail) To: [Redacted]  
Contact Method:  
Letter Sent to CLEC: No

Initial Call Back Date/Time: 12/11/2001 04:05:07 PM  
Customer Negotiated Due Date: 01/07/2002

**Reference**

Contact(s) for Resolution:  
Reference Information:

**Ticket History**

Original Submitter/Current Editor: [REDACTED]/EMPL/NY/Bell-Atl / CN=[REDACTED]/OU=EMPL/OU=[REDACTED]=Bell-Atl

Date/Time Logged: 12/11/2001 04:05 PM

Date/Time In Progress: 12/11/2001 04:05:07 PM

Date/Time Closed: 01/04/2002 02:42:45 PM

Assignment	Assignments	Assignees	Assignment Date	Status
Edit History:	5	[REDACTED]	01/04/2002 02:42 PM	Closed
	4	[REDACTED]	01/03/2002 02:35 PM	Pending Internal Response
	3	[REDACTED]	12/27/2001 08:53 AM	Pending Internal Response
	2	[REDACTED]	12/12/2001 11:12 AM	Pending Internal Response
	1	[REDACTED]	12/12/2001 11:06 AM	Pending Internal Response
	0	[REDACTED]	12/11/2001 04:05 PM	In Progress

Edit History:	Revision	Editor	Edit Date
	5	[REDACTED]	01/04/2002 02:42 PM
	4	[REDACTED]	01/03/2002 02:35 PM
	3	[REDACTED]	12/27/2001 08:53 AM
	2	[REDACTED]	12/12/2001 11:12 AM
	1	[REDACTED]	12/12/2001 11:06 AM
	0	[REDACTED]	12/11/2001 04:05 PM